



Department of Justice

Billing Code: 4410-17

[OMB Number **1103-NEW**]

Agency Information Collection Activities; Proposed collection, comments requested:

CRS Customer Satisfaction Survey

ACTION: 30-Day Notice of Information Collection Under Review:

The Department of Justice (DOJ), Community Relations Service (CRS) will be submitting the following information collection request to the Office of Management and Budget (OMB) for review and approval in accordance with the Paperwork Reduction Act of 1995. The proposed information collection is published to obtain comments from the public and affected agencies. This proposed information collection was previously published in the Federal Register Volume 77, Number 85, page 26043, on May 2, 2012, allowing for a 60 day comment period.

The purpose of this notice is to allow for an additional 30 days for public comment until [insert the date 30 days from the date this notice is published in the Federal Register]. This process is conducted in accordance with 5 CFR 1320.10.

Written comments and/or suggestions regarding the items contained in this notice, especially the estimated public burden and associated response time, should be directed to The Office of Management and Budget, Office of Information and Regulatory Affairs, Attention Department of Justice Desk Officer, Washington, D.C. 20503. Additionally, comments may be submitted

to OMB via facsimile to (202) 395-7285.

Written comments and suggestions from the public and affected agencies concerning the proposed collection of information are encouraged. Your comments should address one or more of the following four points:

- Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
- Evaluate the accuracy of the agencies estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
- Enhance the quality, utility, and clarity of the information to be collected; and
- Minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, e.g., permitting electronic submission of responses.

Overview of This Information Collection

- (1) Type of Information Collection: Response to agency survey questions numerically measuring (0 - 5) professional effectiveness of service deliverables rendered.
- (2) Title of the Form/Collection: CRS - Customer Satisfaction Survey
- (3) Agency form number, if any, and the applicable component of the Department of Justice sponsoring the collection: Form Number: XXXX, Community Relations Service (CRS).
- (4) Affected public who will be asked or required to respond, as well as a brief abstract: Primary: Local and state elected officials, heads of support service agencies as Police, Education, Human Relations agencies, heads of public advocacy organizations, and vested formal and informal community leaders.
Abstract: The CRS 'Customer Satisfaction Survey' will help CRS maintain the highest standards of professional conciliation and mediation work while also identifying new areas and programs of expertise needed to improve service deliverables to emerging community concerns.
- (5) An estimate of the total number of respondents and the amount of time estimated for an average respondent to respond: There will be an estimated 500 voluntary respondents, who will complete the form within approximately 15 minutes.
- (6) An estimate of the total burden (in hours) associated with the collection: There are

an estimated 10 total CRS burden hours a month associated with this collection.

If additional information is required contact: Jerri Murray, Department Clearance Officer,
United States Department of Justice, Policy and Planning Staff, Justice Management Division,
Two Constitution Square, 145 N Street, NE, Room 2E-508, Washington, DC 20530.

Jerri Murray

July 10, 2012

Department Clearance Officer, PRA
United States Department of Justice

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